

World Bank Children's Center (WBCC)
Operated by KinderCare Education (KCE)
Under the Management of Global Corporate Solutions (GCS)
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Waitlist Policy Guidelines and Enrollment Procedures

(for further information, please refer to the [Waitlist](#) and [Program FAQs](#) on GCS's Childcare website)

- 1) Eligibility Criteria** – The World Bank Children's Center (WBCC) only accepts children of active World Bank Group (WBG) staff (IBRD, IFC & MIGA) in Regular, Open-Ended, Term, Extended Term and Executive Director's Advisor appointment types who are listed on the staff's household records and staff must be on the WBG's payroll.¹ (Please refer to footnote below for staff on leave without pay, country office assignment, special assignment, works for [AMC](#), short term consultants and temporaries, etc).

Staff who are adopting and received approval for a specific child may also register for the waitlist.

Limited spaces are open to the children of the administration & teaching staff of WBCC. This contractor staff will have to register to be on the waiting list and will be placed on the regular waitlist together with all the waitlist applications.

Loss in Eligibility – If a staff's appointment type changes to one that would render him/her ineligible, their waitlist application is automatically deleted from the waitlist. If a staff loses their eligibility, but their registered partner is also a Bank Group staff, and meets the eligibility criteria, the WBCC will keep the application active if both staff are listed in Peoplesoft as being in the same household.

Parents of enrolled children at the WBCC are required to inform the Center immediately of any change in employment status which might affect their child's continued enrollment eligibility. The requisite withdrawal notice period will still have to be met (refer to paragraph 20). Therefore, one to two months prior to the end of a staff's eligible appointment with the Bank Group, staff should advise the WBCC on their pending departure in order to meet the required withdrawal notice period. Once a parent loses their eligibility, the child will have to

¹ Staff listed as "Leave", "LWOP", "EWOP" or "ExtSrNoPay" in Peoplesoft will NOT be offered a space at the WBCC until their status has changed to "Active". The WBCC has no information as to why a staff is on leave or when their leave is anticipated to end, as this information is confidential and HR restricts access to this information. Staff who are not on "Active" status but wish to be considered for admission, may request for special consideration by advising WBCC of their plans. Staff can do this by making a note in the "Special Additional Comments" section of their waitlist application form. For staff posted overseas, please make sure you update your location information and estimated return date in the appropriate fields on the waitlist application.

For staff on secondment or has an appointment type of Special Assignment, or works for [IFC-AMC](#), and are not on the WBG's payroll, the WBCC will accept the staff's online waitlist application. The date and time that the WBCC receives payment of the application fee will be the date and time stamp of the application. The application will remain inactive and will NOT appear in the waitlist queue, if the application fee is not paid.

In recognition of the long wait that is expected before a staff's child is admitted to the Center, the WBCC will accept waitlist applications from the following: a) Prospective employees who have accepted an offer of employment with the World Bank Group and will be joining the Bank in the next six months and already has a valid UPI; b) Short term consultants & temporaries and c) Staff on inactive status such as those on LWOP or Ext Service With or Without Pay, etc. For newly hired staff who do not have access to the Bank's intranet, applications will be accepted via a paper based application. For all other staff (STC, STT, LWOP, etc), they will be able to submit their application online, however, they must send in their non-refundable check payment of \$100.00. The application is submitted & accepted by WBCC on the understanding that admission to the Center will still be based on obtaining the eligible appointment type. If a vacancy opens up and the applicant at that time has not yet attained / converted to an eligible appointment status, his/her name will be automatically deleted from the waitlist, and no refund of the waitlist application fee will be given.

be dis-enrolled from the Center to allow other eligible staff to have their child admitted to the Center.

- 2) Waitlist Registration, Withdrawal & Changes** - Eligible staff interested in enrolling their children are required to complete an online waitlist registration form, along with the payment of a **\$100 non-refundable application fee per child** which is collected through a payroll deduction. Staff must submit separate applications for each child, even for twins/triplets. Staff who are not on payroll (e.g., Special Assignment appointment, AMC staff, LWOP, etc) or have ineligible appointment types (e.g., STC, Contractor, etc) will be allowed to submit an online application if the waitlist is open for their child's birth date range. The application will be activated only when the WBCC receives payment of the application fee. The date and timestamp will be the date and time that the WBCC receives payment.

Access to a staff's waitlist status is restricted to the staff who applied for the waitlist. Bank couples will **NOT** have access to each other's application.

Staff must provide the mandatory information (marked with an * and highlighted in yellow) to successfully submit an application (refer to Attachment A on pages 12-13 for an explanation of the data fields that are on the waitlist application). Upon successful submission by the staff of their waitlist application, staff will receive an e-mail confirmation which will summarize the application details entered on the online registration form. The Online Waitlist System will place a system generated date & timestamp which corresponds to the date and time that the system successfully confirms receipt of the application. (refer to paragraph 4 regarding e-mail confirmation and system errors.)

This application is added to the waiting list for the appropriate birth date range. The staff remains on the waitlist until: a) offered a space, or b) loses eligibility or c) elects to withdraw his application. **Each application is specific to a child and will be grouped to a specific one year birth date range** (refer to paragraphs 9 & 10 for more information) as determined by the initial birth date indicated on the application form. The waitlist application is not transferable to another child. **Note:** since the staff or the staff's spouse must be pregnant at the time of registration, the expected birth date entered into a waitlist application cannot be more than 8-months later from the registration date. **If the WBCC finds an application with more than an 8-month difference between the waitlist registration date and the child's expected date of birth, the waitlist application's registration date will be reviewed and may be invalidated and/or adjusted accordingly.**²

Withdrawal – In consideration of a staff member's changing circumstances and requirements (for e.g., due to a miscarriage or the staff has already found alternative child care arrangements and no longer requires care, etc), staff are given the option to withdraw their waitlist application but must do so BEFORE an admission offer is made. If a staff withdraws their application within two years from the date of registration, a credit of \$50.00 will be made. Withdrawal requests are to be made through the Online Waitlist System and the credit will be reflected in the staff's paycheck no later than 60 days from the date of withdrawal.

Changes - Staff wishing to retain their position on the waitlist but want to make changes to the "earliest date required" information will be allowed to do so by paying a change fee of

² System controls are in place to limit the updates made by staff on their child's birth date information. In the event of a prolonged pregnancy exceeding the 9-month window, the staff will NOT be able to update their child's information. Staff will need to send an e-mail to childcare@worldbank.org so their waitlist application can be reviewed and verified by WBCC personnel before their application is updated by WBCC staff. Staff who register on the waitlist before they (or their spouses) are pregnant or before they are eligible to register on the appropriate waitlist (please refer to para. 10a) will have their application reviewed for potential invalidation and the waitlist application fees paid will NOT be refunded.

\$50.00. Changes must be made before an admission offer is extended to staff. Once a staff is offered a space at the WBCC, his application's status is changed from "waitlist" to "offered" and will not be allowed to make changes to their application form.

3) Waitlist Status –The waitlist applications are sorted by the date & time of registration and are categorized as regular list (RL) or priority list (PL). To qualify for priority status, a parent must fit one of the following criteria:

a) **Sibling Priority** – In recognition of the convenience it provides to staff for having siblings enrolled together, parents with currently enrolled children are granted priority. Staff who already have a child enrolled at the WBCC will be granted sibling priority to facilitate getting their next child admitted at the Center. When a child is admitted to the Center due to sibling priority, it is expected that both siblings will remain enrolled at the Center for the entire school year. Offers of admissions to staff on sibling priority are contingent on meeting this requirement. Refer to Withdrawals (para. 19) section regarding withdrawals.

Staff with an older child enrolled in the Pre-Kindergarten class will remain on the sibling priority waitlist only if the younger sibling is being considered for admission up to June of the current school year. For admission considerations after the older sibling has graduated, starting in July, the staff's younger child is automatically moved to the regular waitlist.

b) **Tuition Assistance** – staff who meet the admission eligibility criteria and earning a total household income of no more than \$110,000 **gross** per annum in FY19 may be eligible for the WBCC's tuition assistance program. Staff must submit their application to GCS with the necessary documents for income verification. Application details are available on GCS's website (FURL: childcare; in the Tuition Fees section). Once the staff's application is approved, a notation will be made on the staff's waitlist application form and shall be placed on the 'priority list'. Note that the income information provided needs to be the most updated information, i.e., after taking into account the staff's annual salary increase which is made known to staff by no later than October of each year, plus the current income of any household member. The income earned by a household member for the immediate 12-months from the date of application shall be used for a preliminary review and is subject to regular audits and review.³

GCS will review the application within 5 business days of receipt of a completed application with the required documentation. The effective date of the approval shall be from the date that a review is completed. No retroactive approval is given, therefore, please plan ahead and submit your application prior to admission to the WBCC. Once admitted into the Center, the staff will be required to provide an update of their household income prior to the start date of their child, and at least every six months thereafter, or at any point in time that one's household income changes. In the event that a staff is no longer eligible for the tuition discount, their child may continue to be enrolled at the Center but will be required to fully reimburse the WBCC retroactively for the full tuition fees from the period that the tuition assistance eligibility is lost. Families are required to always have their account in good standing. Failure to pay tuition fees on

³ Staff are required to notify GCS as and when the total household income changes. For country office staff coming to headquarters on a Developmental or Short Term Assignment (DAIS or STA), the benefits & allowances given by the Bank to the staff (such as assignment relocation, housing, subsistence, transportation, etc) will be annualized & are added to the country office staff's total household income calculations. The staff's net salary will be converted into gross salary using headquarters' information unless the country office can provide a more accurate conversion of the staff's net salary to the gross equivalent.

time will also subject the family to lose eligibility and will lead to disenrollment from the WBCC.

- c) Staff returning from a Fragility, Conflict and Violence (FCV) assignment, upon verification from Human Resources (HR), will be placed on the priority list.

Alternating Offers - To broaden access to all staff, while being mindful of the convenience sought by staff who already have children enrolled at the center, the Priority List will be handled using the following procedures:

When a space becomes available in a specific age group, admission will be based on taking alternate turns of offering space to parents on the "regular" waitlist and "priority" waitlist. For example, if there are two (2) spaces open for the toddler age group (13 to 25 months), the first space will initially be offered to the staff on the top of the regular waitlist, and the second space will be offered to the staff on the top of the priority waitlist.

Staff not eligible for any priority are placed on the "**regular**" waitlist.

- 4) **E-Mail Acknowledgment** – As soon as a staff member's online application form is submitted, withdrawn or the earliest date required information is changed, staff will receive an automatic email from wbccwaitlist@worldbank.org confirming receipt of the application for registration, withdrawal or change. Staff are requested to review the contents of this e-mail confirmation, as this e-mail makes a note of the date and timestamp that the application was received, as well as the waitlist information on record. Please review the "request details" information to ensure that the entries on record accurately represents the staff's entries. Note that this e-mail address is **not** a monitored e-mail account.

In the event of a technical problem such as a missing application, a copy of the email acknowledgement letter is the staff's proof that an application was submitted, withdrawn or changed. If the staff member does not receive an email acknowledgment or encounters any technical issues during submission that either causes a delay on their submission or is preventing them from submitting their application, staff should **immediately** take a screenshot of the error messages encountered and report this via email to childcare@worldbank.org on the same day that the issues were encountered. It is vital for staff to provide a screenshot of the error messages that the staff is experiencing as this will help WBCC in troubleshooting the problem. These problems will be relayed to the system programmer for review. To ensure transparency and to maintain the integrity of the waitlist process, the WBCC will **not** make retroactive changes to the application's date and time stamp if the problem was not reported on the day that this occurred.

- 5) **Communication with Staff and WBCC** – Please direct all your inquiries and communications using the service account of childcare@worldbank.org. This account is monitored by both the service provider (currently KCE), as well as GCS. Inquiries will be responded to immediately, but no later than 5 business days. To avoid miscommunication and any misunderstanding, WBCC and GCS will refer to this e-mail account for a log of any discussions between staff and WBCC personnel.

The main communication vehicle that the WBCC will use is by communicating via e-mail using the staff's World Bank Group's e-mail address. While we recognize that child care arrangement is a shared responsibility between Bank families, the Bank staff, who applied on the waitlist application, will be designated as the primary point of contact. WBCC personnel do not have access to a Bank Staff's personal information other than those available in the Bank's People Directory and is therefore not able to determine whether a non-Bank spouse is authorized to discuss a staff's application. Therefore, a Bank staff's spouse who is not a

World Bank Group employees are requested to channel their communication with the WBCC through the Bank staff particularly as it relates to information to their waitlist application(s) and/or during instances when an acceptance or a decline to an offer is made.

- 6) Update of Waitlist Information** - Staff are responsible for keeping their forms current and updated with accurate information (e.g., contact e-mail addresses, earliest date required, etc). Staff should access their online application form and update their information. When updating your child's information on the waitlist application, please make sure that you have contacted HR to update your personnel records in Peoplesoft and/or the Bank [myHR](#) portal. Updates made to this waitlist application do not affect any Bank databases such as Peoplesoft or myHR. The waitlist system is an independent system and is only allowed to access your personnel records for validation and NOT for data retrieval.

Note: Your child's date of birth is used to group your child into the appropriate waitlist age group. [As soon as your child is born and you have notified HR about the additional dependent in your household, staff should also send an e-mail to \[childcare@worldbank.org\]\(mailto:childcare@worldbank.org\) so the WBCC can update the child's date of birth in the waitlist system if this differs from what was originally submitted.](#) As updating the birth date of your child may result in a change in your child's grouping (refer to paragraph 10), these updates will only be done by the waitlist administrator.

If your child is born after the original 12-month age grouping, you will need to notify the WBCC of the new birthdate. The application will be cancelled and staff will need to re-apply on the new birthdate range grouping when it opens in March (refer to paragraph 10). If the child was admitted to the WBCC based on the original birthdate, and the child's actual birthdate is after the September 30 cutoff date, the child will need to be disenrolled. The Center's cancellation and withdrawal policies will still apply.

- 7) Waitlist Maintenance & Status Report** - The waitlist comprises registration forms grouped by birth date ranges and placed in chronological order based on the date and time that the waitlist application is registered (refer to para. 2 &3 above). Due to the large volume of applications, the WBCC is unable to provide staff with updates on a staff's position on the waitlist. Admission to the WBCC is dependent on many factors, and therefore, the [WBCC cannot provide a prediction of your chances for admission.](#) In the event that a 'guess-timate' of when a staff may be offered a space at the Center is made, please understand that this is the WBCC's best guess and no commitment is being made. Based on WBCC's experience, these estimates could be off and not materialize, or may happen sooner than expected. This is because the chances of being offered a space is dependent on a variety of unpredictable circumstances – one of which is the decision made by the staff ahead of you on the waitlist as to whether they want to accept the offer made by the WBCC, or if the staff chooses to make changes to their 'earliest date required', refer to [FAQs](#) for more information). Therefore, it is critical that when staff fills up their waitlist application, they should provide the most updated information especially the ---'**earliest date required**'--- in addition to your child's birthdate, the WBCC looks at this information when making admission offers.

Waitlist Status Lookup - Staff are able to review their status by accessing the Status Lookup/Report section of the Online Waitlist System in GCS's Childcare website (URLFURL: Childcare). The 'Waitlist Report All' is your best predictor for estimating your chances of being offered a space as this report provides staff information on where one's application stands in relation to other applicants. Even if you are #30 on the waitlist, it is still possible to be offered a space quickly. This could happen when everyone else ahead of you wants

care only next year while you indicated an earlier date (or a date that has already passed). If a space opens up today, and you had indicated an immediate need (or a date that has already passed) while everyone else ahead of you had a much later date, then the offer will be made to you.

- 8) Waitlist Meetings** - The WBCC conducts waitlist information sessions & parent tours once a month. The schedules are posted on the Childcare website, under the "Admissions" section. Attendance to the information session is not a requirement for submitting an application. However, we strongly recommend that staff attend the meeting prior to submitting an application. By attending this meeting, staff will learn more about the Center, its curriculum, the waitlist process, and how enrollment offers occur. After the information session, the WBCC will also conduct a tour of all three (3) sites immediately after the meeting.
- 9) Grouping of Children** – Upon receipt of the waitlist registration form, the forms are categorized into age groupings, and sorted based on the registration date and timestamp. The waitlist is grouped together by the one-year birth date range of the children from October to September. Refer to paragraphs 3, 7, 10 and 11 which provides an explanation on how the waitlist is managed and prioritized.
- 10) Enrollment Criteria (Age Groups)** – The age criteria used for enrollment by the WBCC is based on the cutoff ages for Kindergarten in the United States school system. This refers to the child's age necessary to enter Kindergarten. Children who turn 5 years by the end of September are eligible for public and private Kindergarten classes and subsequently leave the WBCC. Therefore, the WBCC uses September 30 as the birthdate cutoff.

WBCC Waitlist Birthdate Range	Waitlist Opening Date*	Admissions Date
Oct 1, 2018 to Sep 30, 2019	March 1, 2019 at 9:00am	Sep 1, 2019
Oct 1, 2019 to Sept 30, 2020	April 1, 2020 at 9:00am	Sep 1, 2020

Each birthdate range has its own waitlist with children born in this time frame and are prioritized based on the date of registration and priority status as discussed in paragraph 2.

Note: Once your child is born, the staff needs to provide an update immediately on their child's birthdate. We expect to have instances, wherein a child's actual birthdate will fall into the next birthdate range. For example, you signed up on our waitlist when we opened this on Mar 1, 2019, with an expected birthdate of September 29, 2019. But your child is born in October, which is past the September 30 cutoff. The WBCC will have to cancel your application. The staff will have to re-submit a new application when the waitlist opens for your child's actual birthdate on April 1, 2020. The waitlist application fee for the new application will be waived.

For children who are admitted to the WBCC prior to their date of birth, these children are provisionally admitted subject to meeting the birthdate of **no later** than September 30. If the child is born after this cutoff date, the child's enrollment will have to be discontinued. The WBCC's cancellation and withdrawal policies will still apply from the time that the Center receives notice of the child's actual birthdate. Therefore, if parents do not want to take this risk, it is best if the staff selects October or November for the "earliest date required".

a) Infant Waitlist

The infant waitlist is open to receive applications each year, on the dates listed below with a birthdate cutoff date. The WBCC has selected these dates to open the waitlist, to provide an equal opportunity to all families, whose child(ren) was/will be born between these dates:

<u>Expected Birthdates:</u>	<u>Waitlist to Open**</u>	<u>Enrollment Consideration</u>
Oct 1, 2018 to Sep 30, 2019*	Mar 1, 2019 at 9am	September 2019
Oct 1, 2019 to Sep 30, 2020*	Apr 1, 2020 at 9am	September 2020

**in the event that the WBG offices are closed, or the Bank has a delayed opening in its operating hours, the waitlist opening date will be postponed to the next business day, at 9:00am

b) Infant Admissions

For the initial round of admission of infants (0 to 12 months), admissions to the WBCC will be based on the above one-year birthdate range. The top waitlist applications with an earliest date required that matches the 32 vacancies the WBCC has each school year will be offered a space at the WBCC. Once all 32 vacancies have been taken, these new infants will be grouped in classrooms of Young Infants and Older Infants, of approximately 0-6 months and 6-12 months respectively.

In the event of vacancies in a specific infant classroom, the WBCC will refer to the appropriate birthdate range, as listed below:

<u>Approximate Birthdates:</u>	<u>Approximate Classroom Age Group</u>
October 1, 2018 to February 28, 2019	Older Infants classroom in September 2019
March 1, 2019* to September 30, 2019**	Young Infants classroom in September 2019

*children born in March can be assigned at either infant classrooms

**children born after September 30 cannot be admitted for the Sept 2019 enrollment

An infant classroom will usually comprise of children with an age range from 0 to 12 months depending on the birth date of the child being admitted. Due to the policy of offering admissions on a first-come-first-served basis, as well as granting sibling priority, the WBCC has no control of the age of the child that is being admitted to the infant class. Whenever possible, the WBCC makes every effort to reduce the one-year age range of the infant class down to a narrower age difference of 6 to 8 months.

The information that the staff will need to be certain of is the 'earliest date required' information that they provide on the waitlist application. If the staff list their newborn child as requiring care from September 2019, the infant may be considered for Fall admissions but can only start when the child is at least 8-weeks old. The above situation uniquely occurs for children born in the months of July to September.

Children must be at least 8 weeks old to start attending WBCC. Since offers are made for the Fall admissions (starting in September), staff wishing to reserve a space at the WBCC even before their child can attend the WBCC may do so, so long as they are willing to pay the tuition fees.

Mid-School Year Admissions - Staff has the option of putting any 'earliest date required' after September 2019 which matches their needs, e.g., January 2020. Note, however, that in this instance, the likelihood of being offered a space for admission after September has a low probability. By the start of each school year in September, all 32 infant vacancies are usually taken. As the WBCC is usually fully enrolled, mid-school year admissions can only occur if a currently enrolled family withdraws their child. These mid-school year vacancies only happen one at a time, whenever a family decides to withdraw – therefore, it is unpredictable and the probability of getting admitted is very low.

c) Waitlist for Toddlers and Older Children

If the staff does not receive an offer of space by the 'earliest date required' indicated on the registration form, the child's waitlist registration will continue to be grouped within the same one-year birth date range. The only difference is that instead of being considered for infant admissions, the child will be considered for admission to the next age group – Toddlers, Twos, Young Pre-School, etc.

For example:

You registered on Mar 1, 2018 for your child with an expected birthday of April 1, 2018. Your application is grouped with children born between Oct 1, 2017 to Sep 30, 2018. For the first year that you are on the waitlist, which is the Sept 2018 - Aug 2019 school year, your child is being considered for infant admissions. If you do not get offered a space, your application will be moved to the toddler age group (**same** birthdate range of Oct 1, 2017 to Sep 30, 2018) for admission consideration the following school year starting in September 2019. Your position will still be based on the date and time that your waitlist application was received. For the Toddler age group, the WBCC only has one new classroom of 8 toddlers as the rest of our toddler spots will be taken up by our 32 infants who were admitted the previous year. Therefore, at the WBCC, admission to the toddler age group has the longest waiting time.

11) Admission Offer Procedures - Children as young as eight weeks up to pre-Kindergarten may be enrolled. The WBCC maintains enrollment at full capacity. Majority of spaces become available at the end of August when older children leave the WBCC to attend Kindergarten. When the older students leave, the younger children are then able to transition to the next age group as these classroom spaces are vacated. That is, the pre-school children go to the pre-Kindergarten classrooms, the toddlers go to the pre-school classrooms, and the infants go to the toddler classrooms thus allowing WBCC to admit new infants to the Center.

a) Choice of WBCC Site Locations - During the entire duration of stay of a child at the WBCC, it is expected that each child will be moved from one site to another as each site has limited classrooms. Majority of these transitions are done at the beginning of each school year, but mid-school year transitions could also occur when feasible.

b) Classroom Assignment for future school years - There is no guarantee that a child that is initially admitted to a site will continue to stay at the same site throughout the child's entire stay at the WBCC which averages 2 to 5 years total in a child's tenure at the WBCC. Therefore, while the WBCC will note a family's site preferences, admission offers will still be made as and when a vacancy arises and future classroom assignments are based on space availability at the desired location.

c) Transfers from One Site Location to Another - Parents interested in having their already enrolled child transferred to another site when a vacancy arises can do so by sending a transfer request via e-mail to our service account (childcare@worldbank.org). Similarly, for siblings enrolled at the Center, the WBCC will try to place the siblings in the same site at the start of the new school year. However, this can sometimes be a logistical impossibility because a vacancy may open up in Site A, and not in Site B where their sibling is currently enrolled.

d) Timing of Admission Offers - The WBCC makes admission offers for the new school year from April onwards (or earlier) until all vacancies are filled. A small number of spaces also become available during the year when families move or withdraw.

It can take up to two and a half (2.5) years before an offer is made depending on when you submitted your application as well as the age range that the waitlist application is for. DC licensing restricts class group size for each age group. Therefore, the WBCC has limited spaces for infants and toddlers with only 8 children allowed per classroom.

Once a child is admitted to the Center in the infant class (class of 8), and then progresses to the toddler class (class of 8), there is not much room to accept new children as our currently enrolled children must first be accommodated as they progress up to the next age group. The only opportunity for new admissions is during the following instances:

- New slots for 32 infants when our currently enrolled infants move up to toddlers classrooms.
- Class of 8 young toddlers transition to Twos class (24 to 36 mths) with class size of 12;
- Class of 8 older toddlers transition to Young Pre-School (30 to 38 mths) with class size of 16
- Class of 12 two year olds transition to Pre-School (36-48 mths) with class size of 16
- Class of 16 pre-schoolers transition to Pre-Kindergarten (48 mths+, class size of 20).

12) Offers of Spaces (Accept or Decline) – When a vacancy occurs within a birth date range, the specific waitlist for this range is used to determine who receives an offer. If the birth dates listed in the waitlist application is different from the Bank's records in Peoplesoft, the WBCC will use the birth date information that is reported in Peoplesoft.

Enrollment offers are made based on the child's date of birth, date and time of registration, **earliest date required** and priority status (if any). Enrollment offers are sent out by email to the World Bank email address plus any other e-mail addresses indicated on the staff's waitlist registration form. Historically, we have received error messages for e-mail addresses of the Bank staff's spouse. Please make sure you update the information on your waitlist to ensure receiving our e-mail communications, especially when an offer is extended to you.

Admission & enrollment to the WBCC is contingent on the staff maintaining "Active" status of employment with the World Bank Group in the appointment categories discussed above in paragraph 1. Refer to footnote below regarding staff on leave or are based in the field.⁴ Children of WBCC's Administrative and Teaching staff are admitted to the Center by the same waitlist procedures followed for Bank Group staff and are listed on the Regular Waitlist.

Offers are sent to the staff's World Bank Group office e-mail addresses, and are made on a first-come-first-served basis based on the following:

- a) By priority status, if any, as discussed above.
- b) By registration date in the age group where there is an opening. The registration date is the date that the WBCC receives the completed waitlist application and payment of the

⁴ Staff who are listed on "Leave", "LWOP", "EWOP" or "ExtSrNoPay" , etc in Peoplesoft will NOT be offered a space at the WBCC until their status has changed to "Active". The WBCC has no information as to why a staff is on leave or when their leave is anticipated to end. Staff who wish to be considered for admission even while NOT on Active status may do so when they already have definitive plans of returning to "Active" duty soon. Please make a note in the "Special Additional Comments" section of your waitlist application form of your situation and return date plans.

Staff's Location – if the staff is based overseas and the vacancy at the WBCC does not match the "Estimated Return Date" on the staff's waitlist application form, the staff will not be offered a space at the WBCC. If the staff's application form does not contain the most updated information and an offer is made to the Staff who is still based in the field, all the staff needs to do is respond to the offer being made. If the staff responds to the WBCC's offer before the expiry date of the offer and advises the WBCC that they do not require care right now, but wishes to remain on the waitlist in preparation for their return to HQ in the future, the WBCC will make an exception and change the staff's waitlist application from "offered" back to "waitlist" status.

waitlist application fee.

- c) By the earliest date required entered by the staff member on his/her waitlist application. This is the date that was indicated at the time of application. Staff wishing to retain their position on the waitlist but want to make changes to the earliest date of enrollment will be allowed to do so by paying a change fee of \$50.00.

The “**earliest date required**” is a critical date that is reviewed by the WBCC when making admissions offers. If a vacancy occurs in the middle of the school year in December 2018, but your application states an earliest date required of September 2019, you will **NOT** be offered the space. Only staff having a desired enrollment date no later than December 2018 will be offered this vacancy at the Center.

- d) By actual age of the child - if the vacancy can only be filled by a specific minimum age requirement that will not cover all children within an age group. For example, if an Older Toddler/Two's space (24 to 36 months) opens up, and the child on the top of the list has not reached 24 months, the offer will have to be made to the next child on the waitlist, who meets DC licensing's minimum age requirements.

Note: **Sibling Admissions** -- Admission offers are made as and when they are available. No consideration is made in admitting siblings belonging to different age groups (eg, infant & preschool) at the same time as the vacancies could occur at different points in time for the different age groups of each sibling.

For twins/triplets, it is assumed that an offer will only be extended to the family if sufficient slots are open for these children at the same time. If the staff wishes to be offered the space at the WBCC, even if only one vacant space is available, **staff must include this information on the Special/Additional Comments of the registration form**. Please be advised that admission of twins/triplets at the same time is difficult during the middle of the school year as our vacancies usually occur one child at a time. [Any special request that does not adhere to these Waitlist Policy Guidelines and Enrollment Procedures will NOT be entertained.](#)

- 13) Acceptance of Offers Timeframe** – To ensure that classroom vacancies are filled within a reasonable time, the Center will offer the space to staff as soon as a vacancy arises. Once an offer is made, the staff has three (3) days to commit to accepting the space or forfeit the offer. From the date of the offer, the parent has 30 days in which to enroll their child into the Center, or no later than the date specified in the offer letter, whichever date is later. The WBCC can only wait no more than the 30-days discussed above, and staff who wish to reserve the space must begin paying the tuition to do so.

To allow the Center to fill spaces quickly and best serve waitlisted parents, staff are requested to respond as soon as possible to the offer and send in their “declines” if they no longer require care at the WBCC.

- 14) Decline of a Space and Re-Registration** – **Once an offer of space is made, the waitlist application is automatically removed from the waitlist queue.** If a staff member declines the enrollment offer or does not respond to the WBCC's offer within the stated deadline in the offer letter, WBCC will note on the waitlist application form that the offer made was “declined”. Staff wishing to remain on the waitlist for a future opening will need to submit a new waitlist application and pay the application fee of \$100. The date and time of the new application will be the new date and timestamp that the registration form is submitted through the WBCC Waitlist Online System.

- 15) Reservation Fee** – After a staff member accepts the offer, he or she is required to pay a non-refundable reservation fee equivalent to the first month's tuition fee. The reservation fee will be credited as advance payment towards the first month's tuition. If the parent changes his or her mind and withdraws after accepting the space, the reservation fee will not be refunded. Refer to the Admission Offer letter that outlines the cancellation guidelines for offers sent months in advance of the vacancy.

ENROLLMENT & WITHDRAWAL PROCEDURES

- 16) Tuition Fees** – The monthly tuition fee charged is based on the estimated operating costs of running the Center for the school year. The World Bank Group continues to subsidize the facilities related costs of the Center, however, all other expenses incurred by the Center is expected to be funded through the tuition fees and for the Center to be a self-sustaining operation. Therefore, every effort will be made to ensure that the Center is fully enrolled, which will in turn reduce the extent that tuition fees are raised each year. As the center faces yearly cost increases, particularly on teacher labor costs which comprises the largest percentage of the center's operations, tuition fees are increased every year⁵. The tuition fees are announced in August, prior to the start of the new school year.

For the latest information, please refer to the WBCC's website (FURL: childcare). Tuition fees are the same each month. No refunds are made for vacations, absences, holidays, snow days, teacher training days and Center closures. The WBCC follows the closing decisions of the Bank. In addition, the Center is closed for additional days which are pre-planned and shared with families at the start of each new school year. Please refer to the school [calendar](#) for the current year's schedule of activities and center closures.

- 17) No Waitlist** - if the WBCC has no children on the waitlist for an age range, the Center will put up an announcement in the 'pop-up' message on its online waitlist system. It will specify which age range has openings and interested staff are welcome to contact the WBCC at childcare@worldbank.org for further information.
- 18) Written Notice of Withdrawal** – To ensure full enrollment at the Center, thereby reducing the overall tuition costs to all staff, sufficient notice is needed to allow the WBCC to find a replacement. Parents are requested to notify WBCC if they are making definite plans to withdraw their child at the Center to allow the WBCC to commence making an offer of the soon-to-be vacated space to another parent on the waitlist.

To avoid any miscommunication, it is imperative that parents send an e-mail to the WBCC requesting for their child's withdrawal from the WBCC. No verbal requests will be accepted. The WBCC will acknowledge receipt of this request within 2 business days. If the parent has not received confirmation, the staff is requested to contact the Center Director at ext. 33790.

⁵ Effective from Fiscal Year 2014, instead of increasing tuition fees at the start of the fiscal year, the new tuition fees will be effective at the start of each new school year, i.e., around September. The tuition fees will be announced along with the new classroom assignments sent to families in mid-August. Refer to the School Calendar for the timing of these announcements.

Please send your written withdrawal notice to the following:

To: childcare@worldbank.org

Cc: your child's classroom teachers

Admin Coordinator → Linda Rodgers, lrodgers@worldbank.org

Site Location Coordinator (select one)

C1 & C2 Sites: Katarzyna "Kate" Zieleniewski, kzieleniewski@worldbank.org

Int'l Sq Site: Anita Mhina, amhina@worldbank.org

I Site: Henriette "Elly" Solomon, hsolomon@worldbank.org

Subject: Withdrawal – Name of Child & Classroom – date of last day at WBCC

- 19) Withdrawal Notice Period Required** – To assist WBCC with quickly finding a replacement for the vacated space, please give as much notice as possible so that an offer can be made to the next interested family as soon as possible.

A minimum of **one-month** (or 30-days) advance written notice is required for children departing in the months of **October through May**, while those departing in the months of June through September must give the Center at least **two-months** (or 60-days) advance prior written notice to avoid additional charges beyond the withdrawal date. Parents who fail to give the requisite withdrawal notice period are liable for the tuition fees and will be charged accordingly.

Therefore, when notice must be given will depend on your child's last month of attendance. For example, if your child's last day will be November 15, you must send in your written withdrawal notice by October 15. However, if your child's last day at the Center is June 30, notice must be given at least 60 days in advance, and in this example, by April 30. If this withdrawal notice is not met, the staff will continue to be liable for the tuition fees of their child until the notice period is fulfilled.

For incoming students in the new school year, whose admission offers are sent months in advance, for example, admission offers for infants are sent in the spring (usually from April onwards), the staff will be charged a cancellation fee, if a staff accepts an admission offer for their child with a start date of September, but subsequently changes their mind. Refer to the Admission Offer letter for details on the cancellation fees that will be charged depending on when the WBCC receives the staff's cancellation request.

Note: Children admitted to the WBCC based on sibling priority are made on the understanding that if a staff's 2nd child is admitted to the WBCC based on sibling priority, their 1st child **must** be continuously enrolled at the WBCC for the entire duration of the school year. If a staff decides to dis-enroll their 1st child anytime during the same school year that their 2nd child was enrolled, the younger child **will automatically be dis-enrolled from the WBCC, with the same effective date, as that of the older sibling**. Upon the automatic dis-enrollment of the younger sibling, the waitlist application of this younger sibling will be placed back on the waitlist queue, on the regular waitlist, based on the original registration date and time. Withdrawal and cancellation notice requirements will still apply.

Information Required* for Submission of Waitlist Application via the Online Waitlist System

- a) Requested By – automatically defaults to the staff's information based on who is signed in on the intranet. For Bank staff couples, please remember that only the staff member who registered for the application can view the waitlist application form. To remain on the waitlist, the staff must maintain his/her eligibility status.
- b) Status * – select whether pregnant, already have a child or have received approval of adoption. If pregnant, the system will only allow you to enter a date no later than 9-months from the date of registration. Please also note para 10 (a) for an explanation of when the waitlist accepts applications for “yet-to-be born” children and Footnote #2.
- c) Date of Birth * – enter your child's birthdate or estimated birthdate. Note, once you have submitted the date, the only way you can have the birthdate updated is by sending an e-mail to childcare@worldbank.org (refer to para 6 above).
- d) Earliest Date Required * – this is the date that you wish to have your child enrolled at the WBCC. Select the month and year that you wish to be considered for admission. This information is used by the WBCC for making enrollment offers.

Staff who wish to keep their position on the waitlist but want to change their child's earliest enrollment date to another date, will be allowed to do so, but will be charged a change fee of \$50.00. If you only want to be considered for a later date when your child is much older, please select the date that you want your child to be admitted. As a guide, here is how the WBCC categorizes the children. Some of the age groups may overlap.

Children are grouped together based on birthdates (refer to para. 10 above) thereby allowing the WBCC to group the children within a one-year age range in a classroom, i.e., the age difference amongst the children in a classroom is about 12-months.

Age Group: Approximate Age as of Sept 30 of current school year

Infants	0 to 6 months* and 7 to 12 months*
Toddlers	13 months to 24 months
Twos	24 months to 36 months
Young Pre-School/Pre-School	30 months to 48 months
Pre-Kindergarten	48 months and above

**once the infants are being considered for enrollment in the middle of the school year, the WBCC uses the appropriate 6-month birthdate range that will best match the vacancy (refer to para. 10 above).

- e) Site Preference – enter your selected site preference. This information is used ONLY if there are multiple vacancies available that matches the child's age. Whenever a vacancy occurs, admission offers are made, regardless of site preferences. If you do NOT wish to be offered a space, unless your 1st preference is where the vacancy is, please enter your comments in the comments field. Note that this will likely result in a much longer waiting time.

- f) Sibling of Currently Enrolled Child – if yes, click on YES. WBCC will review your application and verify. Sibling priority only applies to parents having children already enrolled at the Center at the [same school year](#) as when the other sibling is enrolled.

Therefore, parents with pre-K children will only remain in the sibling priority list until admission consideration up until June of the current school year. Once the older sibling in Pre-Kindergarten sibling has graduated, the sibling's application will revert to being listed on the regular list. Note: admission to the WBCC based on sibling priority is contingent on both siblings being enrolled at the WBCC for the school year. Refer to Para #19 regarding withdrawal guidelines.

- g) Other Children on Waitlist – if yes, the waitlist system will pull up the information of your other children registered on the waitlist.
- h) Reduced Tuition – if you earn an estimated gross household income upto the income ceiling guidelines (refer to para #3a for updated income limits), click yes, and submit a separate application form for reduced tuition. The sooner you submit the tuition assistance application, the faster your application can be reviewed for eligibility. Once approved, the application will be moved to the priority list.
- i) E-Mail Addresses of both Parents * and Contact Telephone of Parent1 and Parent2. Parent1 is the Bank staff that the WBCC maintains contact with. It is important that the most updated contact information is provided. Admission offers are sent to the Bank staff's World Bank Group e-mail address and is copied to all listed e-mail address(es) provided by the staff.

Current Location - If you are currently on an overseas assignment or on inactive staff status (eg, Leave without Pay), and have a tentative return date to work in Washington, DC, please make sure you include this information in the provided fields – current location & estimated return dates. PLEASE BE ADVISED THAT DUE TO HR'S STRICT CONFIDENTIALITY OF PERSONNEL FILES, WBCC DOES **NOT** HAVE ACCESS TO STAFF INFORMATION about your field office assignments or leave without pay status. Therefore, we have provided these fields for you to assist us in reviewing your application (refer to Footnote#4 on page 9).

- j) Special Additional Comments – this section allows for the staff to provide additional information regarding their child(ren). Examples of comments are:
- i. Staff is going on Leave Without Pay, or will be on maternity leave etc, but has an expected return date. Staff listed as on "Leave" status in Peoplesoft is not offered a space to the WBCC until the status has changed to "ACTIVE" status. Therefore, if you want your application to be considered for admission, please provide a comment in this field advising WBCC of your estimated return date.
 - ii. requests for admitting twin siblings at different times
 - iii. request for twin siblings to be assigned to different classrooms
 - iv. request for child to be only considered for admission when the vacancy is for a specific site or a particular age group, e,g, only for a pre-school vacancy.

Important Note: Requests for admission to a specific site only will likely cause an admission delay (refer to Paragraph # 11). We regret that any special request that is against the WBCC's Waitlist Policy Guidelines & Enrollment Procedures will not be entertained. Please note that special requests made will most likely delay the admission of your child to the Center.